WP11: MEMORANDUM OF UNDERSTANDING

DEPARTMENT OF EDUCATION – FINANCIAL STUDENT AID –IFAP AND SCHOOLS

Last Updated: September 12, 2001

Document Control

Change Record

Date	Author	Version	Change Reference
10/12/00	Andrew Woodhouse	1.0	Original Release
06/08/01	Mark Mandrella	1.1	Updated maintenance window times; removed "Draft" reference.
06/27/01	Tom Schweikert	1.2	Replaced "TBD"s, added additional information.
08/20/01	Tom Schweikert	1.3	Clarified VDC Severity Level definitions
09/12/01	Tom Schweikert	1.4	In Severity Level 1 definition in General Notes and Assumptions section, changed "all devices" to "any of the devices"

Reviewers

Name	Position	
Version 1.0 - Production Readiness Review team	N/A	

Distribution

Copy No.	Name	Location
1	Colleen Kennedy - FSA	ROB3
2	Application Management - Accenture	Aerospace Center
3		

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Description

This document defines VDC service level requirements for IFAP and Schools Portal. The purpose of this document is to gain an agreement on specific service items and service levels for each customer grouping.

SL	A	SLA Metric	SLA Descriptors	Comments	Issues/Caveats	Recommended Monitor / Capture Tools
1) a) b)	System Platform Availability HP SUN	99.6% of scheduled availability by established time – Year 1 99.7% of scheduled availability by established time – Year 2 99.8% of scheduled availability by established time – Year 3	Descriptor: Hardware and operating systems availability – server and all associated system software Maintenance windows: HP: 7-9 am, 1 st Sunday of the month SUN: 5-9 am, 2 nd Wednesday of the month (Failover IFAP Boxes); 4 th Wednesday of the month (Primary IFAP Boxes) 7-11am, 3 rd Sunday of the month (Schools Portal) Availability: 24/7 Measurement: VDC's TNG monitoring tool, summarized in a monthly report to FSA Exclusions: Excludes Dept. of Education Approved /planned outages	Offering Based on: Technology Facilities infrastructure Operating systems Subsystem release levels Targets are subject to a 3-6 month baseline (i.e. – VDC has 3-6 months after the system goes into production to achieve the metrics)	Normal Support must be available 8am – 5pm weekdays; support 24/7 must be available for emergency support issues (i.e. outages, etc.)	System Logs of Trouble Calls Note – The log is generated at the VDC Command Center whenever someone reports a problem. VDC Command Center personnel monitor the log. It is used internally by the VDC to ensure that every problem is tracked and resolved as quickly as possible. The information is also used by the VDC for RCA (Root Cause Analysis) documentation when required.
2)	VDC Help Desk Availability	VDC Command Center is always available	Descriptor: VDC performs the Tier 2 and 3 levels of support. Note - Accenture's Application Management team help desk is the Tier 1 level of contact for all VDC related production issues. Availability is 8am to 5pm ET. Availability: 24/7 See General Notes and Assumptions for the definitions of VDC's Severity Levels for Requests.			System Logs of Trouble Calls by/to Virtual Data Center Note – The log is generated at the VDC Command Center for use by CSC as an internal problem management tool

SL	A	SLA Metric	SLA Descriptors	Comments	Issues/Caveats	Recommended Monitor / Capture Tools
3)	Web Server Availability – Internet Access	99.6% of scheduled availability by established time – Year 1 99.7% of scheduled availability by established time – Year 2 99.8% of scheduled availability by established time – Year 3	Descriptor: Availability of Web Server via Internet Maintenance windows: 4 hours on the third Sunday of the month Availability: 24/7 Measurement: System up and running Exclusions: Excludes Dept. of Educ. Approved /planned outages	This target is subject to a 3-6 month baseline (i.e. – VDC has 3-6 months after the system goes into production to achieve the metrics)		System Logs of Trouble Calls by/to Virtual Data Center Note – The log is generated at the VDC Command Center for use by CSC as an internal problem management tool
4)	Backups	100% of scheduled backups	Descriptor: Incremental backups are run nightly and full backups every Sunday		• None	System and Operations Logs Note – These logs are generated by VDC personnel for use by CSC as internal problem management tools
5)	System Maintenance: Upgrades, Patches, and Releases	As Scheduled	Descriptor: Changes to operating system and/or Autonomy, Viador, Interwoven, and Oracle system software via release upgrades, patches, or fixes shall be coordinated between the VDC, IT Operations, Accenture's Application Management team and the IFAP/Schools project team.	Emergency changes (i.e., to correct an immediate problem which resulted in a systems failure) will be applied after telephone coordination as agreed upon with VDC. A proposal to apply patches, fixes, and/or release upgrades shall be approved/rejected by FSA CSCC management, FSA IT Services, Accenture, and other related parties. The proposal shall also include proposed time(s) to conduct the activities.	• None	System and Operations Logs Note – These logs are generated by VDC personnel for use by CSC as internal problem management tools

General Notes and Assumptions:

- 1) The VDC is under direct contract to FSA IT Services. SLA results are reported to FSA IT Services on a monthly basis for the previous month. FSA IT Services posts this information on the FSA Intranet.
- 2) CSC will provide a Root Cause Analysis (RCA) report for all Severity Level 1 outages. This root cause analysis report will be used to determine which SLA receives the negative impact for an outage.
- 3) CSC distributes RCA's to FSA CSCC management for IFAP/Schools Portal, and to FSA IT Services and Accenture, who both redistribute to other interested parties.
- 4) Definition of VDC Severity Levels for Problems:
 - Level 1: Production is down for customers and work cannot continue until the problem is fixed the application is not available to the customer (both internal and external). Production includes any of the devices in a production environment necessary for the application to work, i.e., web servers, application servers, database servers, network devices.
 - Level 2: Tremendous inconvenience (application works but production is significantly impacted, i.e., response is slow, or online system works but batch process does not, but work is getting done), a smaller customer base or business unit (i.e., works for intranet users but not internet users, or some locations but not others).
 - Level 3: Inconvenience (customers can continue to work but service is degraded, i.e., some loss of functionality), a smaller customer base (i.e., localized problem affecting all workstations at a single location).
 - Level 4: Mild inconvenience (customers can continue working but with minor inconvenience, i.e., a periodic or transient condition), or is a localized problem affecting some but not all workstations at one location.
 - Level 5: Trivial (something like an error message that appears that does not affect functionality or performance). Fixing the problem is postponed until the schedule allows or it will be fixed in the next release.

Exclusions:

Excludes development servers unless required in order to restore a down production server.